PGBA, LLC

Presentation For

TRICARE BCAC and DCAO Conference

May 25, 2004
Memphis

Andy Cress, Director
South Region E-Commerce & Operations

Overview

2004 TRICARE BCAC / DCAO Conference

- Introduction
- What's new for the TRICARE South Region
- South Region Service Contacts
- BCAC and DCAO access to *myTRICARE.com*®
- Closing remarks/questions

Introduction

2004 TRICARE BCAC / DCAO Conference

- PGBA, LLC is a subsidiary company of Blue Cross and Blue Shield of South Carolina
- Subcontractor for claims processing, customer service, fiscal management and information system technologies
  - Humana Military Healthcare Services for the South Region
  - Health Net Federal Services for the North Region
- Our TRICARE offices are in Columbia, Camden, Florence and Surfside Beach, South Carolina
- ValueOptions – subcontractor for managing behavioral healthcare services

PGBA will serve the new TRICARE North and South Regions

PGBA Performance

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- Scale:
  - PGBA processed over 80 **million** TRICARE and TFL claims in 2003
- Speed:
  - 98% within 30 days of receipt
- Accuracy:
  - 98-99.5% claims processed accurately as audited by DoD
- Age Control:
  - **99.9% of all** TRICARE and TFL claims completed within 60 days of receipt
- Security:
  - PGBA's advanced data systems and physical environments are protected by state-of-the-art technology, processes and people
  - PGBA is DITSCAP certified by DoD, and HIPAA compliant

What's New For The TRICARE South Region?

What's New For The South Region?

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- Humana Military, partnered with PGBA and ValueOptions, has committed to deliver exceptional levels of customer service to the expanded South Region
- All PGBA claims and service for the TRICARE South Region customers (including BCAC/DCAO) will be provided from our Florence, SC Operations Center
- Extensive web services will help beneficiaries, providers and government members better understand TRICARE benefits available at www.humana-military.com as well as www.myTRICARE.com

What's New For The South Region?

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- Focus on self-service telephone technology
  - Interactive voice response system with voice recognition
  - Special menu dedicated to government agents
- FaxGate technology to electronically accept, image, and route hard copy documents
- Strong focus on electronic claims submission, resulting in faster payments
  - Multiple claim filing options for providers
- Electronic funds transfer and electronic remittance advices for providers

What's New For The South Region?

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- Enhanced Web functionality
  - Institutional claim filing capability on XPressClaim
  - dataMart reporting feature for providers
  - Online updates to other health insurance files
  - Online provider remittance advices
  - Web-based registration for electronic funds transfer
  - Seamless navigation between myTRICARE.com and humana-military.com with single sign on
- Improved, simplified provider file system

What's New For The South Region?

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- Claims Processing System Changes
  - TED Records – TRICARE Encounter Data Records
  - New DEERS
  - HIPAA compliant claims processing screens (mainframe and Web)
  - Jurisdiction and contract changes
    - CHCBP
    - TRICARE for Life and Dual Eligible Beneficiaries
    - Pharmacy

Transition to South Region

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- TRICARE South Region claims processing for dates of service beginning:
  - Regions 3 / 4: August 1, 2004
  - Region 6: November 1, 2004
- BCAC/DCAO members should continue to obtain service from existing points of contacts in Regions 3/4 and 6 until these effective dates
- BCAC/DCAO members will have access to 18 months of claims history when South Region begins

BCAC/DCAO Service Contacts

South Region General Contact Information (1)

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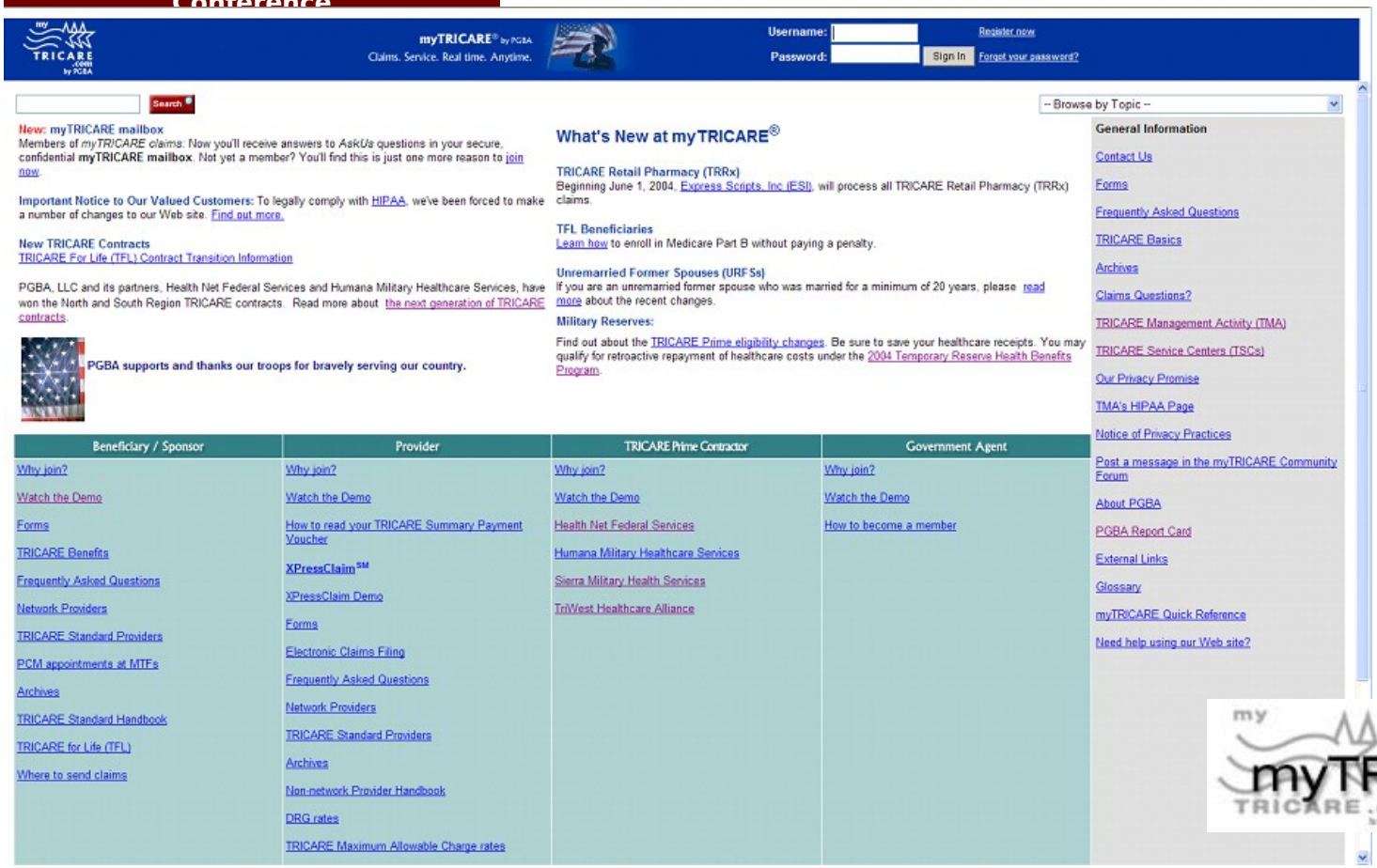
Address To		Mail	Type
TRICARE South Claims		PO Box 7031 Camden, SC 29020-7031	Paper claims (including CHCBP)
TRICARE South Customer Service		PO Box 7032 Camden, SC 29020-7032	Correspondence about claims (including CHCBP)
TRICARE South Behavioral Health		PO Box 7034 Camden, SC 29020-7034	Behavioral health claims and correspondence
TRICARE South Program for Persons with Disabilities		PO Box 7036 Camden, SC 29020-7036	PFPWD claims and correspondence
TRICARE South Adjunctive Dental		PO Box 7037 Camden, SC 29020-7037	Adjunctive dental claims and correspondence

South Region General Contact Information (2)

Address To		Mail	Type
TRICARE South Appeals		PO Box 202002 Florence, SC 29202-2002	To appeal claim when denial verbiage refers to “Claim Denial”
TRICARE South Medical Appeals		Utilization Management HMHS PO Box 740044 Louisville, KY 40201-9973	To appeal claim when denial verbiage refers to “Medical Denial”
TRICARE South Behavioral Health Appeals		ValueOptions PO Box 551138 Jacksonville, FL 32255-1138	To appeal the denial of any behavioral health claim
PGBA Provider Data Management		PO Box 7039 Camden, SC 29020-7039	Non-network provider certification
TRICARE South OHI Returns		PO Box 202008 Florence, SC 29502-2008	To update beneficiary OHI files

BCAC and DCAO Access To myTRICARE.com

http:\\www.myTRICARE.com


myTRICARE by PGBA
Claims. Service. Real time. Anytime.
Username:
Password:
Register now
Sign In
Forgot your password?
Search
-- Browse by Topic --
New: myTRICARE mailbox
Members of myTRICARE claims: Now you'll receive answers to AskUs questions in your secure, confidential myTRICARE mailbox. Not yet a member? You'll find this is just one more reason to join now.
Important Notice to Our Valued Customers: To legally comply with HIPAA, we've been forced to make a number of changes to our Web site. Find out more.
New TRICARE Contracts
TRICARE For Life (TFL) Contract Transition Information
PGBA, LLC and its partners, Health Net Federal Services and Humana Military Healthcare Services, have won the North and South Region TRICARE contracts. Read more about the next generation of TRICARE contracts.
PGBA supports and thanks our troops for bravely serving our country.
What's New at myTRICARE®
TRICARE Retail Pharmacy (TRRx)
Beginning June 1, 2004, Express Scripts, Inc (ESI), will process all TRICARE Retail Pharmacy (TRRx) claims.
TFL Beneficiaries
Learn how to enroll in Medicare Part B without paying a penalty.
Unremarried Former Spouses (URFSs)
If you are an unremarried former spouse who was married for a minimum of 20 years, please read more about the recent changes.
Military Reserves:
Find out about the TRICARE Prime eligibility changes. Be sure to save your healthcare receipts. You may qualify for retroactive repayment of healthcare costs under the 2004 Temporary Reserve Health Benefits Program.
General Information
Contact Us
Forms
Frequently Asked Questions
TRICARE Basics
Archives
Claims Questions?
TRICARE Management Activity (TMA)
TRICARE Service Centers (TSCs)
Our Privacy Promise
TMA's HIPAA Page
Notice of Privacy Practices
Post a message in the myTRICARE Community Forum
About PGBA
PGBA Report Card
External Links
Glossary
myTRICARE Quick Reference
Need help using our Web site?
Beneficiary / Sponsor
Why join?
Watch the Demo
Forms
TRICARE Benefits
Frequently Asked Questions
Network Providers
TRICARE Standard Providers
PCM appointments at MTFs
Archives
TRICARE Standard Handbook
TRICARE for Life (TFL)
Where to send claims
Provider
Why join?
Watch the Demo
How to read your TRICARE Summary Payment Voucher
XPressClaim℠
XPressClaim Demo
Forms
Electronic Claims Filing
Frequently Asked Questions
Network Providers
TRICARE Standard Providers
Archives
Non-network Provider Handbook
DRG rates
TRICARE Maximum Allowable Charge rates
TRICARE Prime Contractor
Why join?
Watch the Demo
Health Net Federal Services
Humana Military Healthcare Services
Sierra Military Health Services
TriWest Healthcare Alliance
Government Agent
Why join?
Watch the Demo
How to become a member
my
myTRICARE
TRICARE.com
by PGBA

What's Available at myTRICARE.com

Beneficiaries

- General Content
- Claim Status
- Patient Summary
- *AskUs* Customer Service with myTRICARE Mailbox (NEW)
- View / Print TEOB

Providers

- General Content
- Claim Status
- Patient Summary
- *AskUs* Customer Service with myTRICARE Mailbox (NEW)
- View/Print provider remit (NEW)
- Electronic Funds Transfer (EFT) (NEW)
- XPressClaim both HCFA 1500 and UB-92 (NEW)

Government/Primes (BCAC/DCAO)

- General Content
- Claim Status
- Patient Summary
- View /Print TEOB
- "Super-user" view

What's Available for BCAC and DCAO

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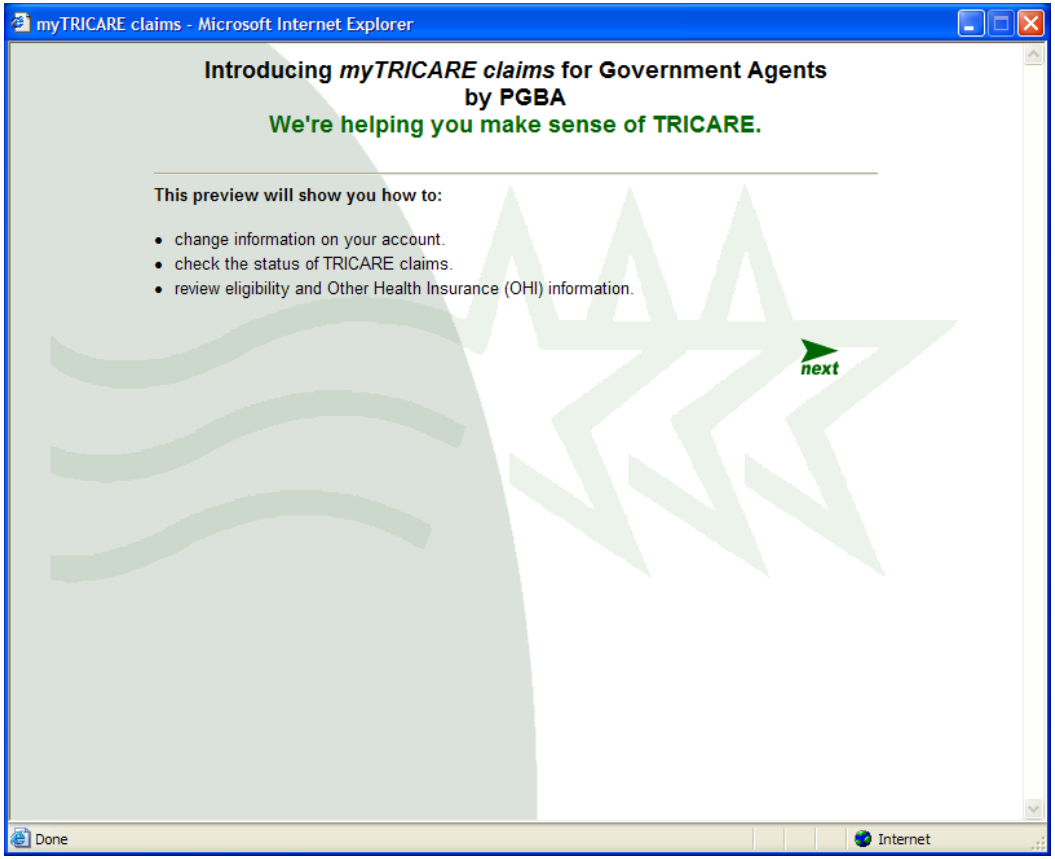
myTRICARE claims - Microsoft Internet Explorer
Introducing myTRICARE claims for Government Agents
by PGBA
We're helping you make sense of TRICARE.
This preview will show you how to:
change information on your account.
check the status of TRICARE claims.
review eligibility and Other Health Insurance (OHI) information.
next
Done
Internet

PGBA RACF ID Username and Password

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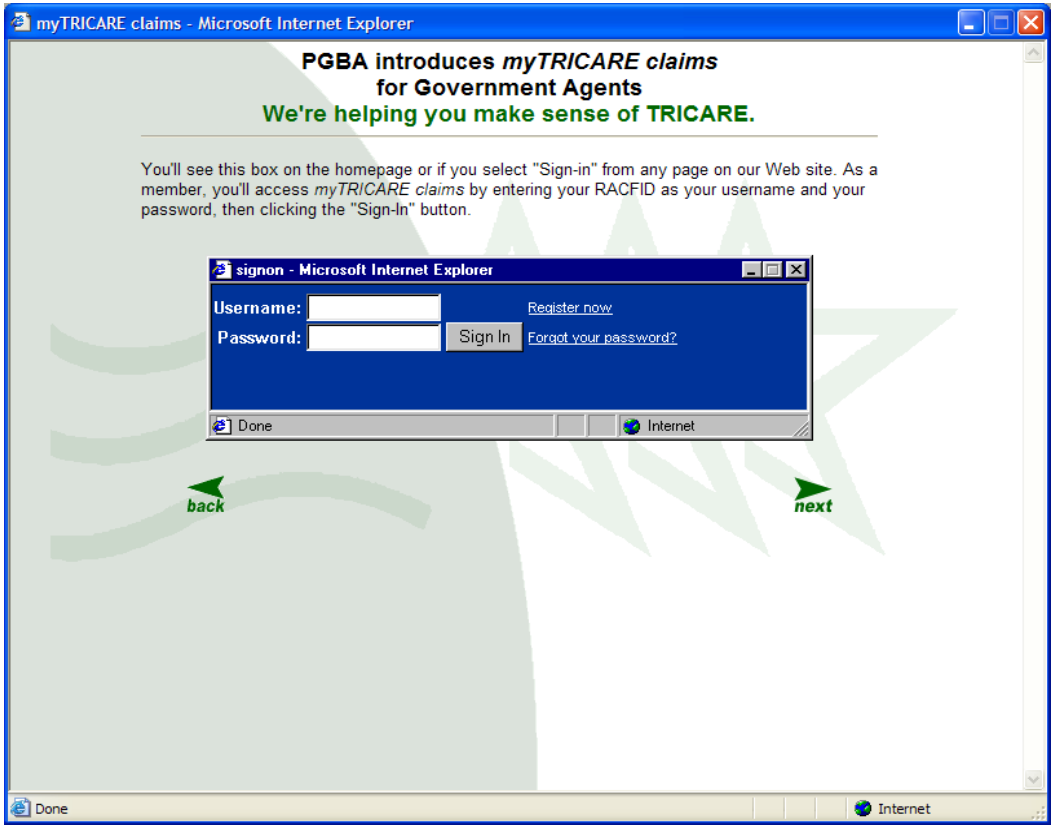
myTRICARE claims - Microsoft Internet Explorer
PGBA introduces myTRICARE claims
for Government Agents
We're helping you make sense of TRICARE.
You'll see this box on the homepage or if you select "Sign-in" from any page on our Web site. As a member, you'll access myTRICARE claims by entering your RACFID as your username and your password, then clicking the "Sign-In" button.
signon - Microsoft Internet Explorer
Username:
Password:
Sign In
Register now
Forgot your password?
Done
Internet
back
next
Done
Internet

Obtain Patient Information

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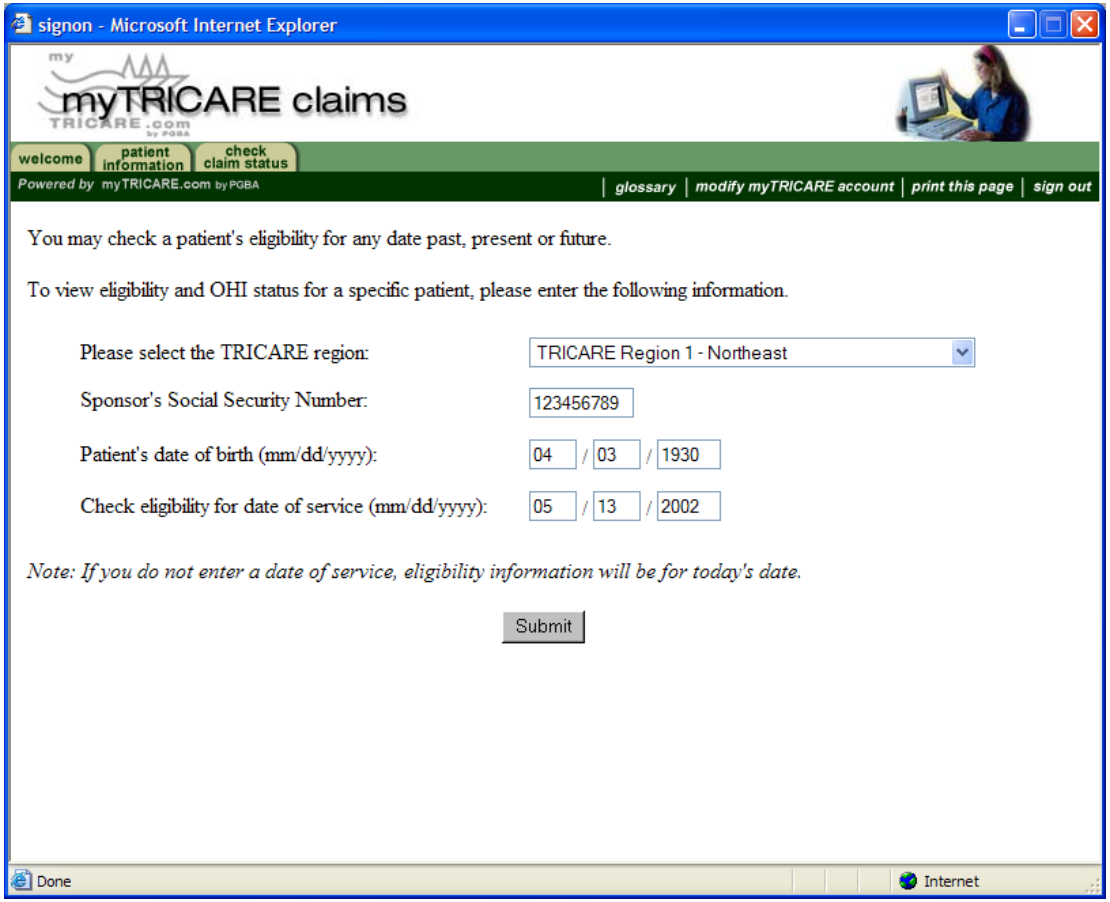
- To get patient information
  - Key sponsor SSN
  - Beneficiary date of birth
  - Eligibility date (past or future)


signon - Microsoft Internet Explorer
myTRICARE claims
welcome
patient information
check claim status
Powered by myTRICARE.com by PGBA
glossary | modify myTRICARE account | print this page | sign out
You may check a patient's eligibility for any date past, present or future.
To view eligibility and OHI status for a specific patient, please enter the following information.
Please select the TRICARE region:
TRICARE Region 1 - Northeast
Sponsor's Social Security Number:
123456789
Patient's date of birth (mm/dd/yyyy):
04 / 03 / 1930
Check eligibility for date of service (mm/dd/yyyy):
05 / 13 / 2002
Note: If you do not enter a date of service, eligibility information will be for today's date.
Submit
Done
Internet

Patient Information Displayed

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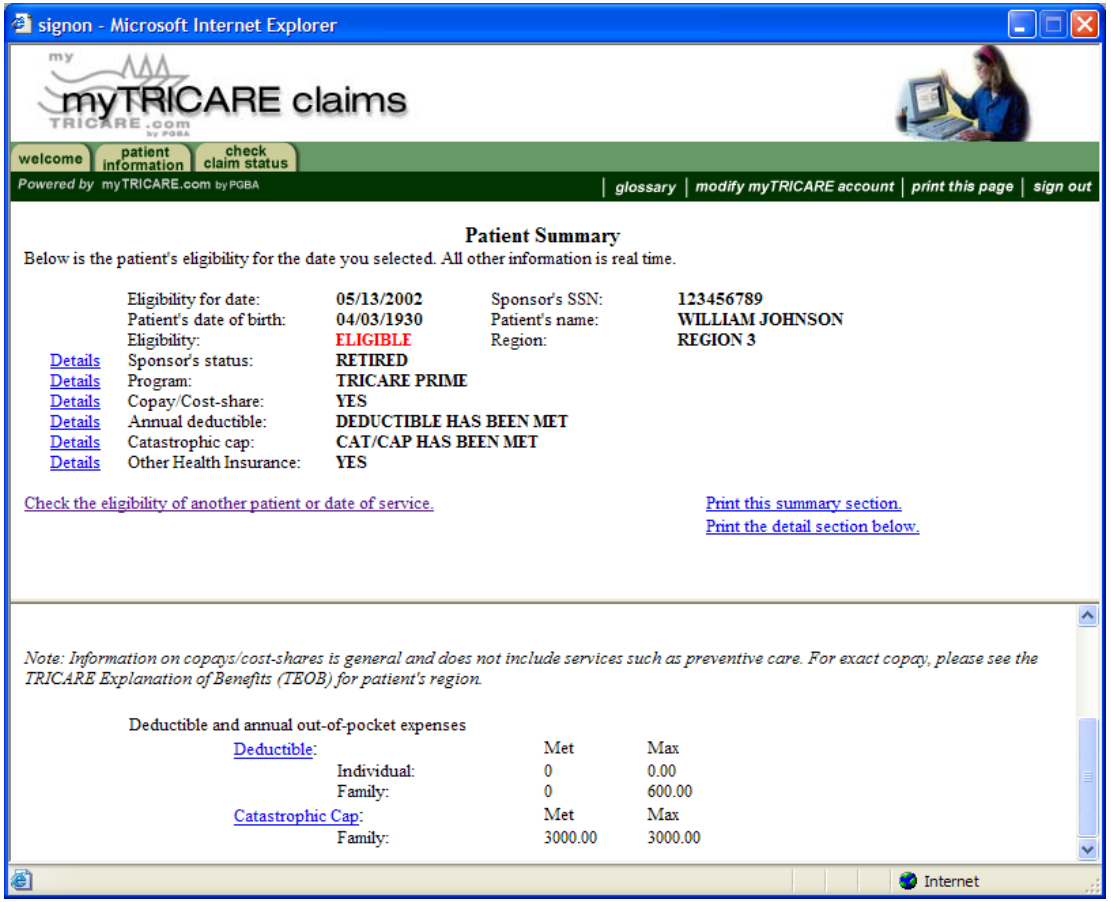
- Patient information
  - Eligibility
  - Status
  - Prime enrollment region
  - Deductible/cat cap
  - Other health insurance


signon - Microsoft Internet Explorer
myTRICARE claims
welcome
patient information
check claim status
Powered by myTRICARE.com by PGBA
glossary | modify myTRICARE account | print this page | sign out
Patient Summary
Below is the patient's eligibility for the date you selected. All other information is real time.
Eligibility for date: 05/13/2002
Patient's date of birth: 04/03/1930
Eligibility: ELIGIBLE
Sponsor's SSN: 123456789
Patient's name: WILLIAM JOHNSON
Region: REGION 3
Details Sponsor's status: RETIRED
Details Program: TRICARE PRIME
Details Copay/Cost-share: YES
Details Annual deductible: DEDUCTIBLE HAS BEEN MET
Details Catastrophic cap: CAT/CAP HAS BEEN MET
Details Other Health Insurance: YES
Check the eligibility of another patient or date of service.
Print this summary section.
Print the detail section below.
Note: Information on copays/cost-shares is general and does not include services such as preventive care. For exact copay, please see the TRICARE Explanation of Benefits (TEOB) for patient's region.
Deductible and annual out-of-pocket expenses
Deductible: Met Max
Individual: 0 0.00
Family: 0 600.00
Catastrophic Cap: Met Max
Family: 3000.00 3000.00
Internet

Check Claim Status

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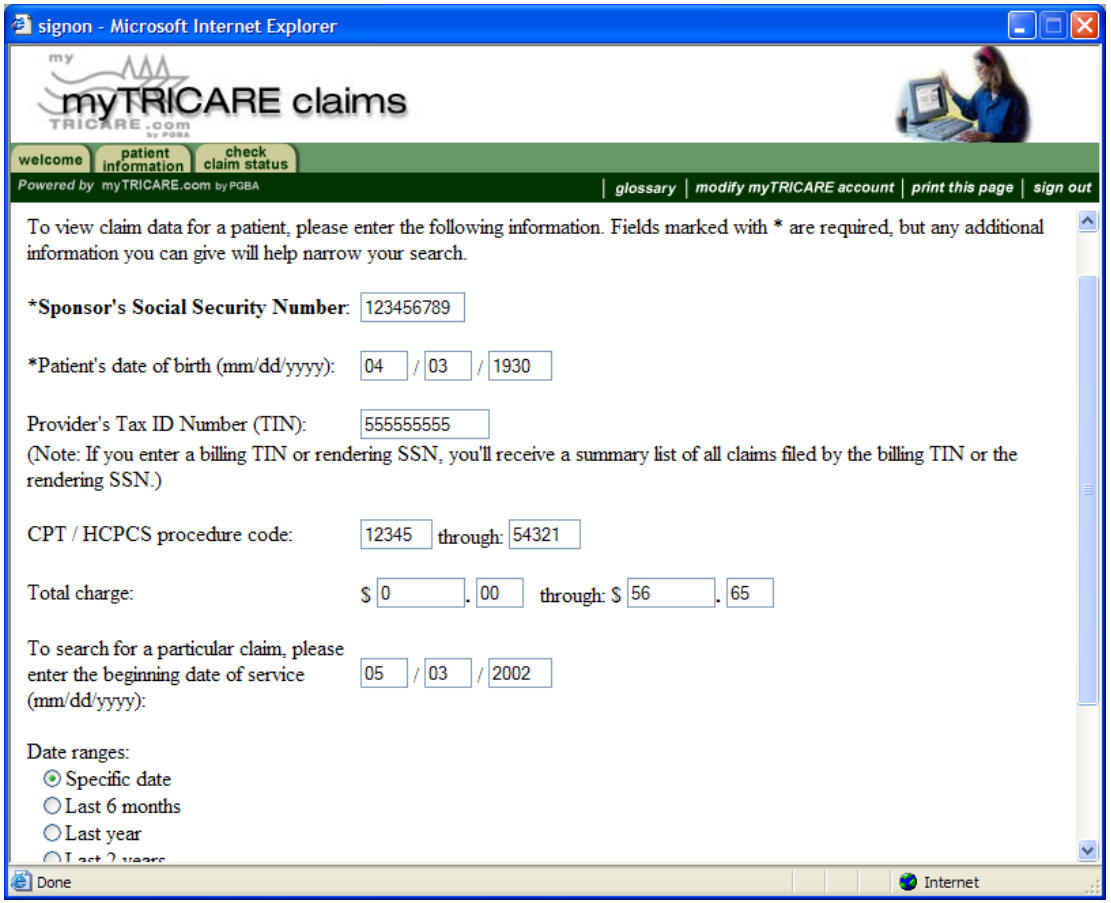
- To get check claim status
  - Key sponsor SSN
  - Beneficiary date of birth
  - Optional
    - Provider number
    - CPT range
    - Submitted charge range
    - Dates


signon - Microsoft Internet Explorer
myTRICARE claims
welcome
patient information
check claim status
Powered by myTRICARE.com by PGBA
glossary | modify myTRICARE account | print this page | sign out
To view claim data for a patient, please enter the following information. Fields marked with * are required, but any additional information you can give will help narrow your search.
*Sponsor's Social Security Number: 123456789
*Patient's date of birth (mm/dd/yyyy): 04 / 03 / 1930
Provider's Tax ID Number (TIN): 555555555
(Note: If you enter a billing TIN or rendering SSN, you'll receive a summary list of all claims filed by the billing TIN or the rendering SSN.)
CPT / HCPCS procedure code: 12345 through: 54321
Total charge: $ 0 . 00 through: $ 56 . 65
To search for a particular claim, please enter the beginning date of service (mm/dd/yyyy): 05 / 03 / 2002
Date ranges:
Specific date
Last 6 months
Last year
Done
Internet

Claim Summary Displayed

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- Listing of all claims
  - Completed
  - In Process
  - Returned
- Option to view claim details or,
- View TEOB

signon - Microsoft Internet Explorer
myTRICARE claims
welcome
patient information
check claim status
Powered by myTRICARE.com by PGBA
glossary | modify myTRICARE account | print this page | sign out
Sponsor's Social Security Number: 123456789
Patient's name: WILLIAM JOHNSON
= COMPLETED
= IN PROCESS
= COMPLETED = IN PROCESS
Our records show the following claims for the dates of service and TRICARE region you selected:
Service date
From To
Claim provider
Claim
Charge Paid
Details View TEOB 07/31/2000 07/31/2000 MIDLANDS ORT $78.00 $25.00
Find a claim for a different beneficiary, date of service or TRICARE region.
The word "Sensitive" in red to the right of "Details" indicates the claim has a sensitive diagnosis or procedure code. Please abide strictly by Privacy Act standards when reviewing and discussing this claim.
NOTE: Some claims may not appear above for the following reasons:
We may not have received the claim from the provider yet.
Some claims may have been returned with a request for additional information.
Completed claims older than 18 months may be in files we cannot access from this Web site.
Done
Internet

Claim Details Displayed

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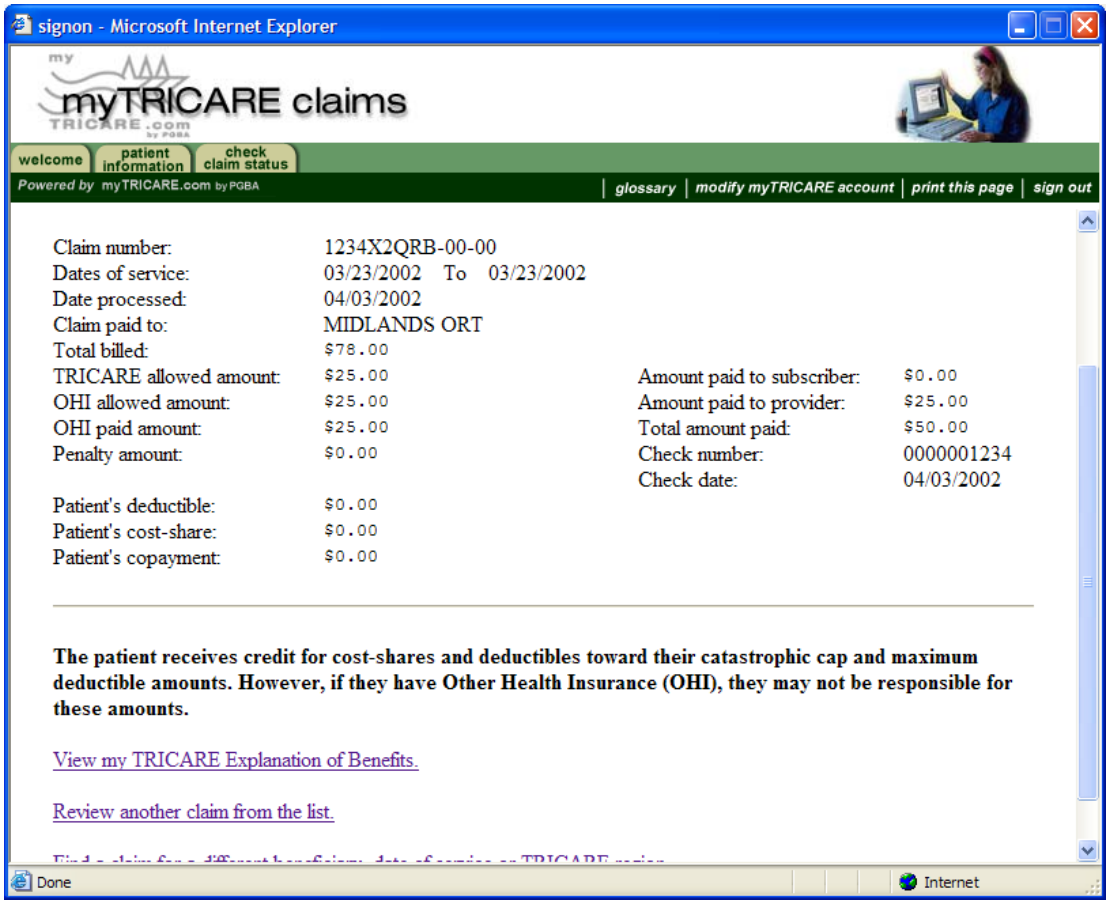
- Review claim details
  - Number
  - Dates
  - Provider
  - Billed, allowed, OHI
  - Check number
  - Payment amount and check date
  - Deductible/cat cap


signon - Microsoft Internet Explorer
myTRICARE claims
welcome
patient information
check claim status
Powered by myTRICARE.com by PGBA
glossary | modify myTRICARE account | print this page | sign out
Claim number: 1234X2QRB-00-00
Dates of service: 03/23/2002 To 03/23/2002
Date processed: 04/03/2002
Claim paid to: MIDLANDS ORT
Total billed: $78.00
TRICARE allowed amount: $25.00
OHI allowed amount: $25.00
OHI paid amount: $25.00
Penalty amount: $0.00
Patient's deductible: $0.00
Patient's cost-share: $0.00
Patient's copayment: $0.00
Amount paid to subscriber: $0.00
Amount paid to provider: $25.00
Total amount paid: $50.00
Check number: 0000001234
Check date: 04/03/2002
The patient receives credit for cost-shares and deductibles toward their catastrophic cap and maximum deductible amounts. However, if they have Other Health Insurance (OHI), they may not be responsible for these amounts.
View my TRICARE Explanation of Benefits.
Review another claim from the list.
Done
Internet

View/Print TEOB

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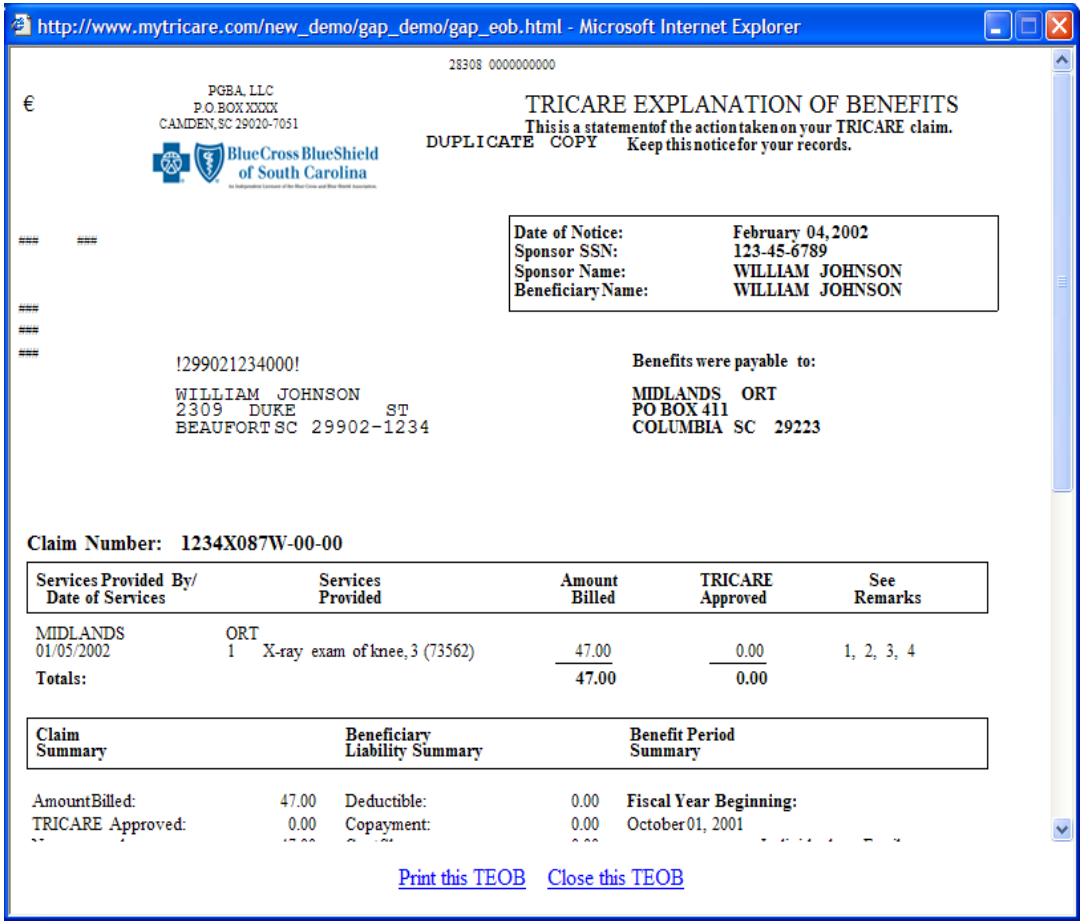
- Review/Print TEOB
  - Exact copy of beneficiary's TEOB
  - Provides claim processing detailed information



How Can BCAC and DCAO Gain Access?

- Request a PGBA RACF ID with Web Access from your COTR
- Request then routed to Humana Military and PGBA

Closing Remarks

Closing Remarks

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- PGBA is a customer-driven organization focused on innovation and continuous improvement
- We are proud to work with Humana Military Healthcare Services and ValueOptions to deliver outstanding service to TRICARE South Region customers
- Advanced systems and web-transactions improve customer service while reducing administrative cost
- Our mission is to make using TRICARE easy and stress-free for the military, their dependents and the retirees we are privileged to serve
- Thank you – questions?